

HOUSE JOINT RESOLUTION 794

By White

A RESOLUTION to congratulate the City of Germantown upon its receipt of the 2019 Malcolm Baldrige Award.

WHEREAS, it is our distinct pleasure to acknowledge those vibrant Tennessee cities that are thriving as a result of their dedication to the well-being and prosperity of their citizens; and

WHEREAS, the City of Germantown recently received the 2019 Malcolm Baldrige National Quality Award from the United States Department of Commerce, becoming one of only four municipalities nationwide to have ever received this award; and

WHEREAS, established by the United States Congress in 1987, the Malcolm Baldrige National Quality Award (MBNQA) is named for the late Secretary of Commerce Malcolm Baldrige, a proponent of quality management; the award is a presidential-level honor that recognizes exemplary organizations and businesses across the nation that demonstrate an unceasing drive for radical innovation, thoughtful leadership, and administrative improvement; and

WHEREAS, Germantown's receipt of the MBNQA is the culmination of an effort set in motion in 2010 by Germantown City Administrator Patrick Lawton, who sought to implement Baldrige criteria as a means to help Germantown weather the aftermath of the 2008 recession; the city became involved with the Tennessee Center for Performance Excellence, the state-based Baldrige program, and, in 2017, received the center's Excellence Award, an unofficial prerequisite for applying for the MBNQA; and

WHEREAS, following the framework provided for the MBNQA ultimately led to the City of Germantown receiving this robust honor, but the primary value of the award to the city and the citizens of Germantown was the journey to get there; and

WHEREAS, at the heart of the improvements was Germantown Forward 2030, an eight-step strategic planning process led by a thirty-member steering committee and involving 300 residents; each year, more than 200 residents lend their expertise and advice by serving on boards and commissions; and

WHEREAS, Germantown has seen improvement in police emergency response time and police non-emergency response time, and 911 calls have been answered in less than ten seconds almost 100 percent of the time since 2016; and

WHEREAS, the Germantown Fire Department now boasts one of the highest cardiac survival rates in the country, and it has the highest possible rating with regard to its capacity to respond to and fight fires; improvements also include a steady increase in sales tax revenue and commercial tax base revenue; and

WHEREAS, as a result of these major efforts, the City of Germantown maintains a dual AAA bond rating from both Moody's and Standard & Poor's, making it one of only 124 cities in the United States with this rating; the city has a net promoter score of seventy-one, exceeding the benchmark of fifty, which is considered excellent, and the community rating for satisfaction with employee ethical behavior has surpassed ninety-five percent since 2014 and approached 100 percent as of 2018; and

WHEREAS, Germantown is one of Tennessee's finest cities, and it is most fitting that we take this time to honor its impressive accomplishments; now, therefore,

BE IT RESOLVED BY THE HOUSE OF REPRESENTATIVES OF THE ONE HUNDRED ELEVENTH GENERAL ASSEMBLY OF THE STATE OF TENNESSEE, THE SENATE CONCURRING, that we commend and congratulate the City of Germantown upon its receipt of the 2019 Malcolm Baldrige National Quality Award, extending our best wishes for this world-class city's continued success and prosperity.

BE IT FURTHER RESOLVED, that an appropriate copy of this resolution be prepared for presentation with this final clause omitted from such copy and upon proper request made to

the appropriate clerk, the language appearing immediately following the State seal appear without House or Senate designation.